

# **GUIDELINES FOR EMAIL AND TEXT COMMUNICATIONS**

## **Email & Text Communications**

**With John Cary, MD, PC, his office staff and covering providers.**

Communication via email or text message can be effective in the right situations. For your protection, and to comply with Federal Privacy laws, please follow these guidelines:

1. Limit emails and texts to non-urgent medical questions and matters.
2. Place the topic of your email in the Subject line for rapid identification.
3. Clearly identify yourself in the body of the email.
4. **Please do not use email or text to report acute, urgent, or new conditions. During office hours, please call my main office line. After hours, please call my cell phone for urgent requests. For all emergencies dial 911 or go to the nearest Emergency Department.**

Although I will attempt to reply to emails and texts as quickly as possible, my replies may take more than one business day. In some cases, I may call you directly rather than respond by email or text.

My office does not encrypt emails or text messages. Emails and text messages are not secure protected modes of communication. Your information may be available for others to view and/or capture in the public domain. Although I will treat your communication with the same care as I do your medical records and phone calls, please do *not* include sensitive information in your emails or text messages. **Specifically, do not include your social security number, financial information, or private personal health information in your emails or text messages.**

### Email and Text Informed Consent

I have carefully reviewed these guidelines. I hereby authorize **John Cary, MD, his office staff and covering physicians** to communicate with me via email or text message regarding non-treatment related healthcare issues, and non-urgent medical questions or concerns.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

Email Address \_\_\_\_\_

Date of Birth \_\_\_\_\_